

EMPLOYMENT OPPORTUNITY



CITY OF LONG BEACH



Business Systems Specialist

DEPARTMENT OF TECHNOLOGY AND INNOVATION



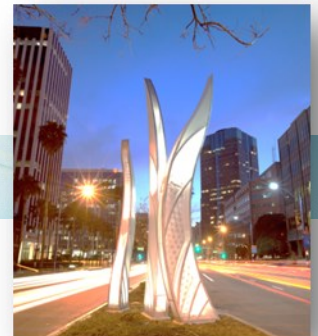
THE COMMUNITY

Ideally located on the Pacific Ocean south of Los Angeles, adjacent to Orange County, the City of Long Beach, California (population 490,566) is frequently described as a series of strong, diverse interwoven smaller communities within a large city. Enjoying an ideal Southern California climate, Long Beach is home to an abundance of cultural and recreational options. The Long Beach Convention Center, Aquarium of the Pacific, Queen

Mary and the annual Toyota Grand Prix of Long Beach, plus a wide variety of other attractions (two historic ranchos, three marinas, and five golf courses), serve to draw 5.5 million visitors a year. The City is also home to California State University, Long Beach and Long Beach City College. Cal State Long Beach is the second largest university in the state and was recently ranked the No. 3 best-value public college in the nation. Serving the K-12 student population, the Long Beach Unified School District consistently ranks among the Top 10 urban school districts in the country. Covering approximately 50 square miles, Long Beach is supported by a wide mix of industries with education, health and social services, manufacturing, retail trade, and professional services comprising the highest representation. Known for its livable and desirable neighborhoods, America's Promise Alliance named Long Beach as one of the 100 Best Communities for Young People two years in a row. While it offers all the amenities of a large metropolis, many say Long Beach has the added benefit of having maintained a strong sense of community and cohesiveness despite its growth. Long Beach is the seventh largest city in California, and has been referred to as the "most diverse city" in the country by USA Today. A superb climate, quality schools, a vibrant downtown, and a wide variety of neighborhoods help make Long Beach one of the most livable communities in the country.

CITY GOVERNMENT

Long Beach is a full-service Charter City governed by nine City Council members who are elected by district. The Mayor is elected at-large. Elected officials also include the City Attorney, City Auditor, and City Prosecutor. Elected officials are subject to a two-term limit, which allows them to serve for a maximum of eight years. The City Council appoints a City Manager to oversee the administration of 14 City departments, excluding those under the direction of a Board, Commission, or a separately elected official. In addition to its traditional services, Long Beach maintains one of the world's busiest seaports, which serves as a leading gateway for international trade. The City also has its own full-service commercial airport, a Water Department, Gas and Oil operations, and is one of only three cities in California with its own Health Department. Long Beach is supported by a total FY2014-15 budget of approximately \$3 billion, with the General Fund budget totaling \$419 million. More than 5,800 full and part-time employees support municipal operations. The City has been ranked a top ten "Digital City" for the fourth year in a row by the Center for Digital Government.



THE ERP PROJECT

The City of Long Beach is in the process of selecting an Enterprise-wide Resource Planning (ERP) system in support of Payroll/Human Resources and Finance operations citywide. This will be the one of the largest technology projects the City has ever undertaken. The City implemented

its current systems approximately 15-20 years ago and these systems are supplemented by a number of additional structured software systems and shadow systems. The City is planning a project to replace these systems and implement best practices leveraging the new technology.

It is anticipated that the implementation of the Finance/HR System will involve all City departments, including enterprise operations such as the Harbor, Water, Airport and Gas & Oil Departments.

The City anticipates that the implementation of the new system will require a well-coordinated and well-organized support structure to operate and manage the project. The City also appreciates that implementation of a new system will impact many City staff. As a result, the City intends to supplement the City-side of the project implementation team with project-based staffing to complement, support and improve current expectations regarding availability of City resources and expertise. This staffing will consist of a team of Business Systems Specialists.

THE POSITIONS

Through this recruitment, the City of Long Beach is seeking a team of up to twelve unclassified Business Systems Specialists. These positions will be managed through the ERP Project Management Office (PMO) and will be responsible for supporting the development, configuration, implementation, documentation, training, and maintenance for the City's new ERP solution. Candidates will work collaboratively alongside the PMO, fellow Business Systems Specialists, City leadership, operational staff, and the selected software vendor/consultant. They will be tasked with supporting a number of critical project implementation tasks, including but not limited to general project management, organizational change management, process and requirements documentation, business analysis, application administration and support, workflow development, data conversion, test script development and execution, training curriculum development and execution, and user support.

The Business System Specialist openings available through this recruitment are at-will positions tied to the ERP Project. The positions are expected to vary in length with an average duration of two to three years. Depending on implementation needs, some of the Business Systems Specialists brought on for the project will be dedicated to one of the overarching areas listed above or to a particular ERP module, while others will be shared amongst or transitioned between multiple areas. Certain assignments may require specific technical skills or experience.

Typical duties of these positions include, but are not limited to, the following:

- Schedule, participate in, facilitate, and scribe at status meetings, reviews, work breakdown sessions, walk-through sessions, technical coordination, and other project meetings.
- Work with functional business areas to identify, gather, investigate, understand, and document business processes, and information in and use of legacy systems, and requirements for ERP modules.
- Lead and/or participate in Change Management planning and execution.
- Conduct interviews, focus groups, surveys, site visits, document analysis, business process descriptions, and standard workflow analysis to gather and document a wide variety of information.
- Liaise with other application areas to coordinate interdependencies and resolve issues.
- Conduct gap analysis and impact analysis of ERP products, systems, configurations, upgrades and changes for department/functional areas.
- Identify, develop and support integrations between the ERP software and external systems
- Participate in evaluation of new software functionality or software enhancements for feasibility.
- Identify challenges and opportunities to meet business needs, optimize and streamline operations, and ensure appropriate controls.
- Identify, investigate and resolve complex business process and system problems in an effective, timely manner.
- Develop, evaluate, recommend, implement and document appropriate interim work-around solutions, system configuration and enhancements, and changes to established organization methods and procedures.
- Participate in developing a strategy to migrate to new software versions or new software modules.
- Provide technical assistance in systems set up and configuration.

- Communicate any risks and issues to Project Manager or designee, and assist with resolution and mitigation of risk and issues.
- Prepare appropriate procedures and documentation/diagrams to hand off support to super users, system administrators or help desk group.
- Define and create test plans, test scripts, and test procedures based on requirements.
- Coordinate unit, integration and end-to-end testing.
- Participate in acceptance tests and review test results.
- Execute database queries to validate field and table data
- Verify data integrity, document and analyze test results, and recommend corrective action if required.
- Develop and implement training curriculum with a variety of user groups and roles.
- Open and track service requests through completion, troubleshoot system problems and problems encountered by users by researching issues and resolving problems.
- Provide direct support to users.
- Stay current with evolving ERP technologies, and respond to questions about ERP and legacy software integrations.
- Provide functional application support in a 24/7 environment for all custom and package application modules in a production environment and during enhancement and upgrade projects as assigned.

THE SUCCESSFUL CANDIDATE

This project is a valuable opportunity for business professionals with ERP experience. We are interested in candidates who are enthusiastic, knowledgeable, and ready for new challenges to advance their career and improve technology solutions and diverse business operations in a large City.

Education and Experience

- Graduation from an accredited college or university with a bachelor's degree in computer science, business or public administration, marketing, or a related field is preferred. However, additional related experience may be substituted for the education on a year for year basis.
- At least three years of practical hands-on business analysis on software implementation projects.
- Desirable qualifications include: experience with two or more ERP implementations for medium size organizations in the Finance, Human Resources, and Utilities domains; experience working with local government business requirements, Project Management experience and/or experience as a functional lead on a large software implementation project;

Knowledge, Skills and Abilities

- Thorough knowledge of the principles, techniques, and methods used in acquiring, developing, implementing or enhancing computer hardware and software and/or business processes.
- An analytic, common sense approach to problem-solving, with an ability to apply knowledge to real life situations.
- Experience with business process reengineering, documenting workflows and developing specifications.
- Proficient in the use of MS Visio.
- Experience with the MS Office Product suite (Word, Excel, PowerPoint, Project 2010, etc.).
- Excellent oral, written, and interpersonal skills.
- Ability to present to both small and large groups.
- Ability to deal tactfully and effectively with employees and management without technical backgrounds.
- A valid California Driver's License (proof required).

Work Style and Professional Traits

Ideal candidates will have a big picture perspective. They will be technically proficient while also being patient facilitators and teachers who are able to communicate in lay terms. They will be individuals who take ownership and work with a sense of urgency, and who understand when it is and is not appropriate to make independent decisions to keep work moving forward. Ideal candidates will be flexible, but also comfortable communicating limits and expressing their own views, ideas, and approaches.

SALARY + BENEFITS

The hourly rate for these positions will be in the range of \$30.410 to \$50.116 (\$63,482.54 to \$104,599.25 annually) depending on candidate qualifications and work assignments.

The City's compensation package also encompasses an attractive benefits package that includes:

- **Retirement** – City offers CalPERS with a benefit of 2.5% @ 55 for Classic members or 2% at 62 for new members as defined by PEPRRA, subject to the limitations set by PERS. Employee pays the employee portion. The City also participates in Social Security.
- **Vacation** – Twelve (12) days after one year of service; 15 days after four years, six months of service; 20 days after 19.5 of service.
- **Sick Leave** – One day earned per month; unlimited accumulation; conversion upon retirement to cash credit toward health and/or dental insurance premiums, or to pension credits.
- **Holidays** – Nine designated holidays per year, plus four personal holidays to be used at the employee's discretion.
- **Health Insurance** – Two plans are available: one HMO, and one PPO plan. The City pays major portion of the premium for employee and dependents depending on the health/dental plan selected.
- **Dental Insurance** – Two dental plans are available for employees and dependents.
- **Life Insurance** – City-paid term life insurance policy of \$20,000.
- **Other Benefits** – Deferred compensation program and flexible spending accounts.

APPLICATION PROCESS

This recruitment will remain open until the positions are filled. Applicants will be considered for interviews on a weekly basis.

To be considered for this opportunity, please submit a cover letter and resume in Microsoft Word or Adobe PDF format to ERPrecruiting@longbeach.gov. Include the recruitment code **TS15-018** in the subject line of your email.

Please submit answers to the supplemental questions that follow this announcement. Following application screening, the most qualified applicants will be requested to complete a list of three professional references, and a salary history. The City anticipates inviting a small group of candidates for interviews. An appointment is contingent upon the completion of a thorough reference and background check. References will not be contacted until the end of the process upon consultation with the selected candidate.

EQUAL OPPORTUNITY

The City of Long Beach is an Equal Opportunity Employer and values diversity at all levels of the organization.

In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer and/or Tagalog) are desirable for positions interacting with the public.

This information is available in an alternative format by request to the Personnel Services Division at (562) 570-5486. If you require an accommodation because of a disability in order to participate in any phase of the application process, please request it when submitting your application, or call (562) 570-5486.

SUPPLEMENTAL QUESTIONS

1. Describe how your background makes you a good fit for Long Beach's ERP implementation team.
2. Describe the specific skills that have helped you be successful on prior ERP or other large technology implementation projects.
3. What role would you like to play on the ERP project ?